

ABSTRACT

TITLE: The Impact of Nurse Rounding on Patient Satisfaction in a Women's Postpartum Unit

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Patient satisfaction is crucial to any hospital when trying to maintain excellent patient service, patient loyalty, and financial stability. Blakley, Kroth, and Gregson (2011) believed that service excellence is the key driver to an organization's patient satisfaction levels. The purpose of this study is to examine if intentional nurse rounding, incorporating the 4-P Program, done at designated times, would have an effect on patient satisfaction. This is a modified replication of Blakley, Kroth and Gregson's (2011) research, "The Impact of Nurse Rounding on Patient Satisfaction in a Medical-Surgical Hospital Unit". The conceptual framework of this study will be based on Stringer's Action Research Framework of Look, Think, and Act (2007). This study will be conducted in an Indiana East Central hospital, in the Women & Children's Department. The projected sample is 150 postpartum patients over a 6 month period. The unit will implement the Patient Rounding process every 2 hours from 7 am to 7 pm and every 4 hours from 7 pm to 7 am. The staff will check the patient's 4 P's (pain, position, potty, & placement) during the rounding process, as well as answer any patient/family questions. For data collection, rounding logs will be kept and completed per nursing staff. Call light logs will keep record of call light usage prior to and following the implementation of intentional patient rounding on the unit. Nurses will be interviewed concerning the 2 hour rounding and asked whether they observed a

decrease in patient call light usage. Patients will receive a survey to determine their overall level of satisfaction with the care received. The targeted areas for the survey will be the following: Nursing Staff Courtesy & Friendliness, Pain Control, Overall Level of Safety, Overall Teamwork between Doctors, Nurses, and Staff, and Overall Quality of Care. The findings of this study will determine if intentional patient rounding to check the patient's 4 P's, done at designated times, will have any effect on patient satisfaction scores.